

FIG. 1

100

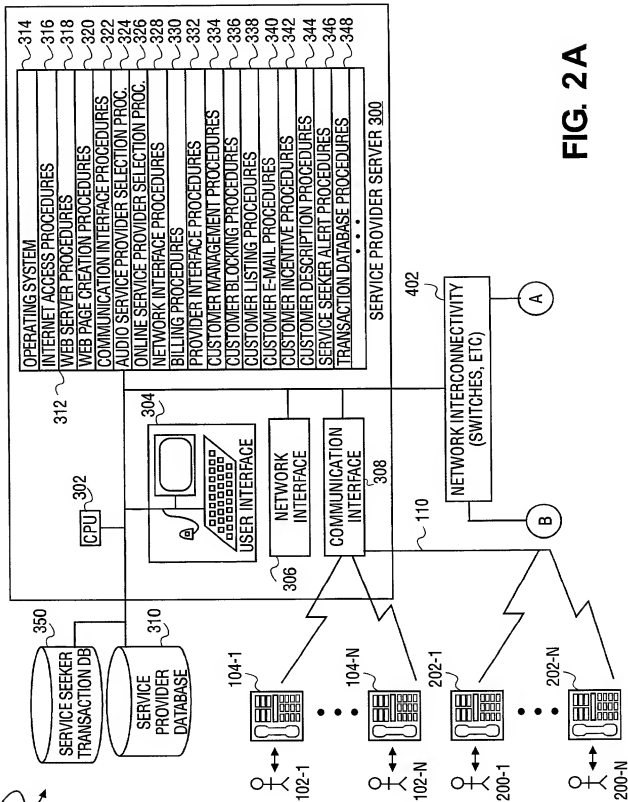


FIG. 2A

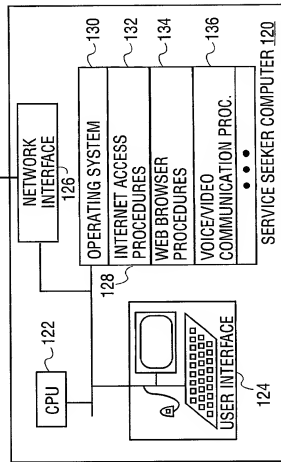
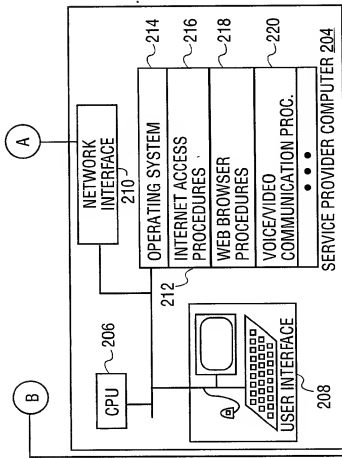


FIG. 2B

My Keen > My Customers

My Customers

Main View | Customer Lists

Manage your relationships with your customers by sending Keen Mail correspondence to them, writing notes to yourself about conversations you've had, or organizing them into customer lists. Below, you can see who called you when, what type of correspondence you had and how much the customer spent with you. [Learn more about My Customers](#)

Compose E-Mail

Block

Assign to List

522	524	526	528	530	532	534	536	538	540
		Customer					Last Contact Date ▾	Total Earnings	Customer Type
<input type="checkbox"/>	<input type="checkbox"/>	Brian Firebrand	0	0	0		11/07/2001	\$0.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	Lady Capper	0	0	3		11/07/2001	\$0.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	Member 831675	0	0	3		11/06/2001	\$3.00	Unassigned
<input type="checkbox"/>	<input type="checkbox"/>	ebbe	0	2	6		11/06/2001	\$20.00	Unassigned
<input type="checkbox"/>	<input type="checkbox"/>	scott	2	0	3		11/06/2001	\$30.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	Sarah Sunshine	1	0	0		11/02/2001	\$1.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	dadac	0	0	2		10/31/2001	\$0.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	Rah Tiger	0	0	0		10/31/2001	\$0.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	KenMCSE	2	0	3		10/29/2001	\$9.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	like14141	1	0	1		10/18/2001	\$2.50	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	Shelly2641	0	0	1		10/18/2001	\$0.75	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	rhison	1	0	0		10/18/2001	\$1.80	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	TestStevenLurie	1	0	1		10/10/2001	\$3.00	Unassigned
<input type="checkbox"/>	<input type="checkbox"/>	saurabhmal	0	1	1		10/03/2001	\$2.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	jerry2jusa98	0	0	0		10/01/2001	\$0.00	New Customers

CUSTOMER MANAGEMENT SCREEN 500

FIG. 3

My Keen > My Customers

My Customers

Main View | Customer Lists

Member Name: scott ~ 602

Alert: Urgent - Follow Up Now! ~ 604

☒ Send Keen Mail ~ 608

Send Invitation ~ 610

Customer Type:

612

614

Member Since 11/09/00

Contact Summary 620

Total Amount Earned: \$0.00 *		Average Feedback Given: ☆☆☆☆		
Type of Contact	Amt. Earned	# of Contacts	# of Minutes	Last Contact (in days)
Live Advice Calls:	\$0.00	2	4	42
Recorded Advice Calls:	--	0	--	--
Keen Mail Sent:	--	3	--	23
Keen Mail Received:	--	1	--	629

* calls only

630

Contacts ~ 632

▼ Date	Type of Contact	Amount Earned
11/06/2001	Sent Keen Mail	\$ N/A
10/18/2001	Live Advice Call	\$0.00
10/18/2001	Live Advice Call	\$0.00
10/11/2001	Received Keen Mail	\$ N/A
10/11/2001	Sent 3 Free Minutes	\$ N/A

634

636

640

Notes

CUSTOMER DETAIL SCREEN 600

FIG. 4

630

Contacts ~ 632

634

Type of Contact

636

Amount Earned

▼ Date	Type of Contact	Amount Earned
11/06/2001	Sent Keen Mail	\$ N/A
10/18/2001	Live Advice Call	\$0.00
10/18/2001	Live Advice Call	\$0.00
10/11/2001	Received Keen Mail	\$ N/A
10/11/2001	Sent 3 Free Minutes	\$ N/A
		NEXT

Notes ~ 640

Don't forget to click "Update" to save your changes.

Update

Cancel

Feedback ~ 650

660 662 664

Feedback

670

Feedback

▼ Date	Rating	Feedback
03/13/2000	*****	Brilliant rundown of plays!

CUSTOMER CONTACT SCREEN 630

FIG. 5

My Keen > My Customers

Customer Lists

Main View | Customer Lists

Customer Lists allow you to manage all your customer lists, including creating, editing, renaming or deleting customer information to keep your customers organized.

Create New	710	712	714	716
List Name	Customers	Manage	Delete	
New Customers	43			
Unassigned	94			
Blocked	0			
All Customers	137			

Home | Get Advice | My Keen | Give Advice | Help

CUSTOMER LISTS SCREEN 700

FIG. 6

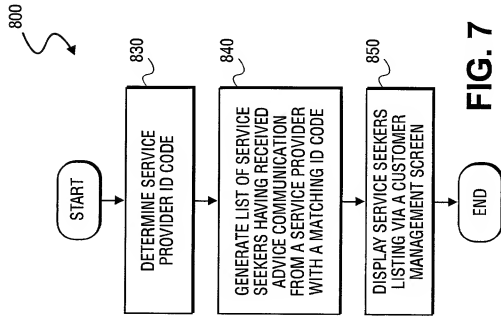


FIG. 7

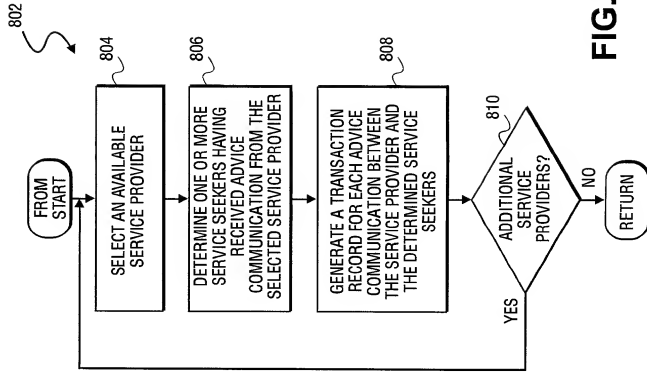


FIG. 8

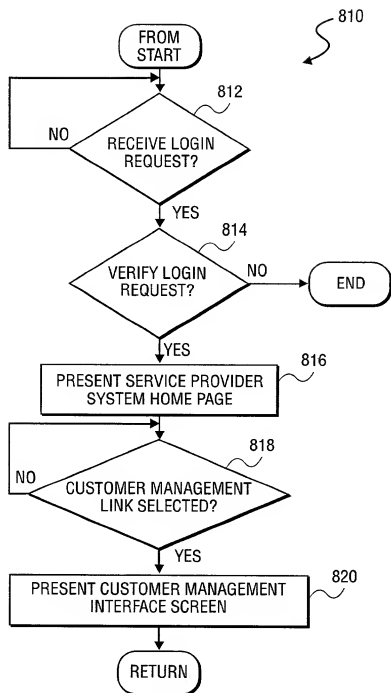


FIG. 9

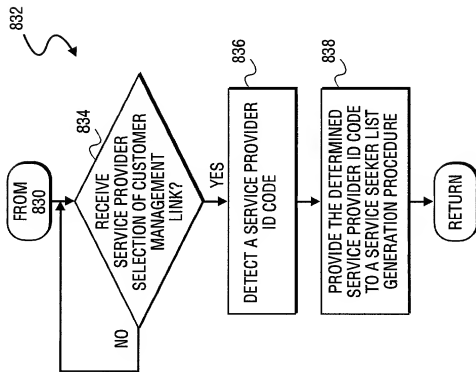


FIG. 10

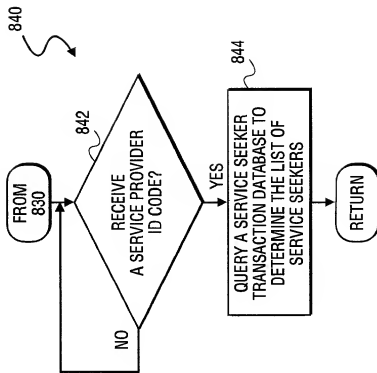
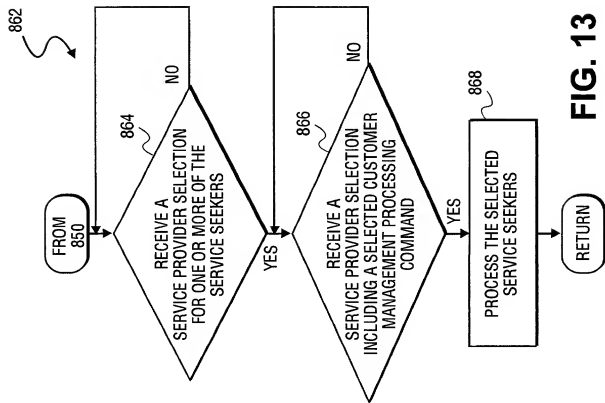
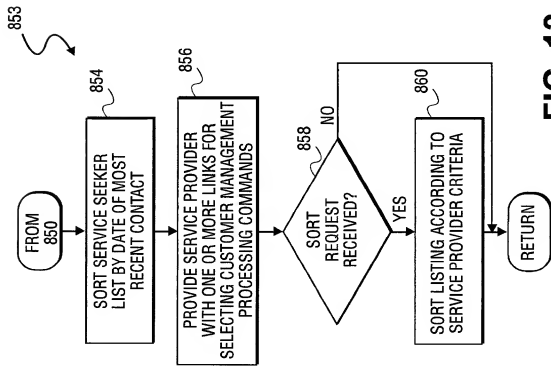


FIG. 11



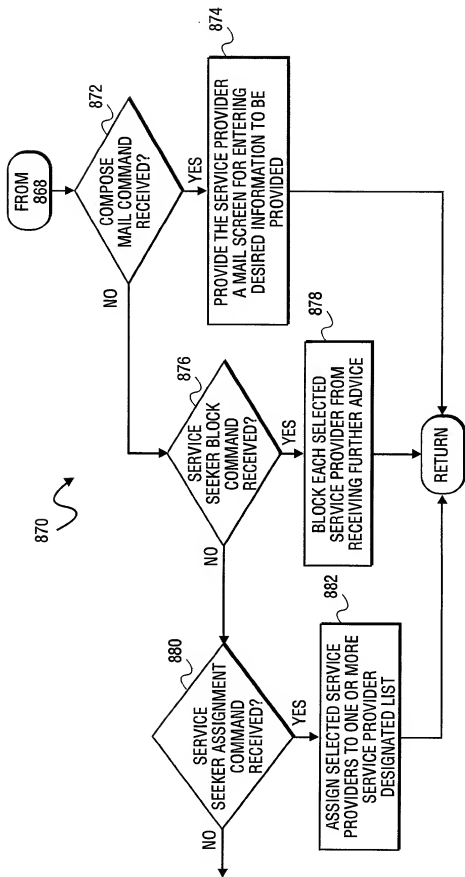


FIG. 14

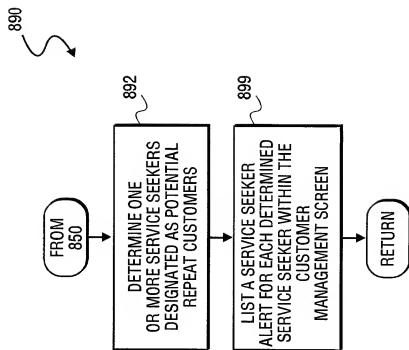


FIG. 15

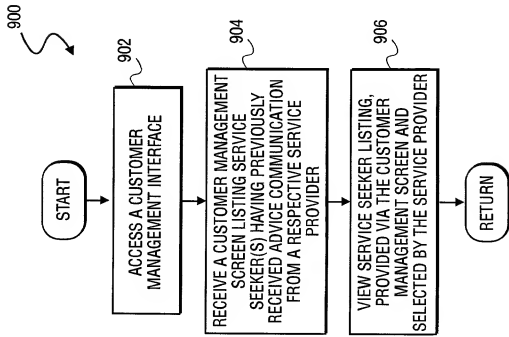


FIG. 16

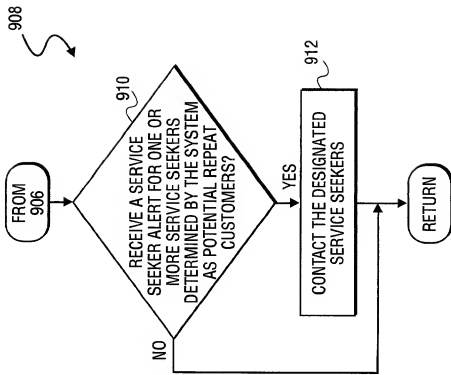


FIG. 17

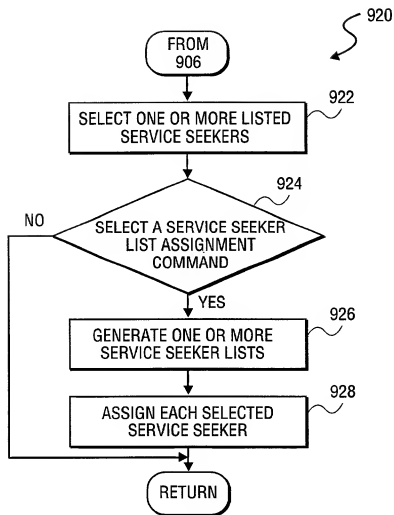


FIG. 18

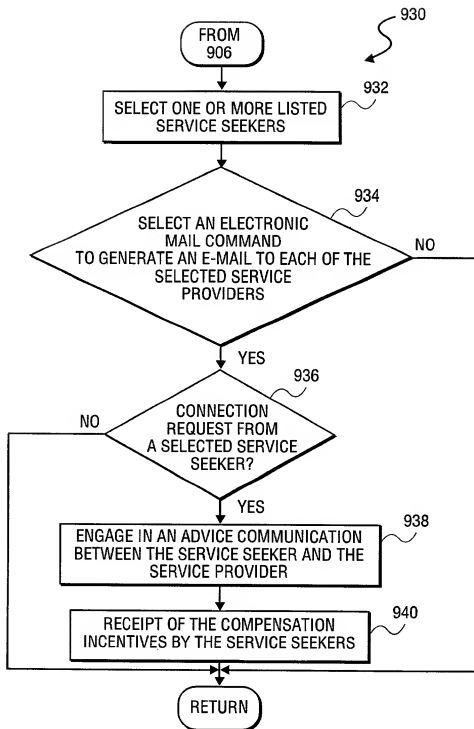


FIG. 19

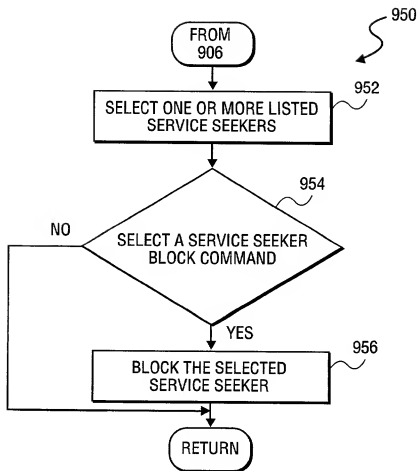


FIG. 20